

**Barbara and James Gugliotti  
15264 Merle Court  
Brooksville, Florida 34613**

RECEIVED

2021 JUN -9 A 10:53

May 27, 2021

Postal Regulatory Commission  
901 New York Avenue, Suite 200  
Washington, D.C. 20268-0001

Subject: Public Commentary on the proposed changes to operations for the United States Postal Service (USPS)

To Whom It May Concern,

We are **strongly opposed** to the USPS operations changes proposed by Mr. Louis DeJoy, current U.S. Postmaster General. Since Mr. DeJoy assumed this position, we have noticed a significant decline in the quality and reliability of service previously provided by the USPS. Personal experiences include:

- Guaranteed delivery being delivered on time, but to the WRONG address that was not even in the same zip code. We paid significant fees for this service and were required to sign a verification of the address to which the package was to be delivered. Even with these USPS protocols, the package was delivered to the wrong address. We might not have known this, had the person who received the package not called us using the USPS label containing our telephone number. We addressed this issue with our local post office who declined to rectify the issue by, at minimum, refunding the significant fees paid for guaranteed delivery. We did not even receive an apology for the mistake.
- First class mail taking 25 days to be delivered. Because this was a bill, we ended up having to pay late fees, and pay to cancel the check because it was "missing." The bill payment arrived at its destination 25 days after being mailed (10 days after the payment due date). We did receive an apology for that event, but only after postal employees blamed everything from the envelope used to mail the bill payment to not paying for a tracking number on our first-class mail.

Mr. DeJoy has also removed USPS inspectors/police from the field reducing the security of U.S. citizens' mail and the safety of mail carriers, particularly in areas that have security issues. As it stands, we had to purchase a locking mailbox at our home to prevent the theft of incoming mail.

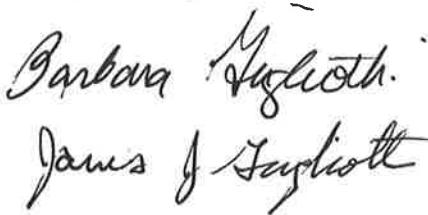
Mr. DeJoy's proposed changes only serve to slow mail service even more, privatize portions of the mail delivery (which from media accounts, Mr. DeJoy has personally profited), reduce

access to USPS facilities – in some cases making them unavailable to portions of the United States.

The USPS has long been one of the most reliable Federal institutions – one upon which a majority of Americans depend upon to receive paychecks, pay bills, obtain prescription medications, and communicate with family and friends, particularly during the COVID-19 pandemic. For many of America's seniors who are no longer able to drive (like my 85-year-old next door neighbor who does not own or know how to use a computer), the USPS is an important connection to the outside world.

Even the Postal Carriers Union who represents USPS front line workers, has spoken out against these changes. **We cannot urge you strongly enough to reject these changes** and restore confidence in the United States Postal Service!

Respectfully,

The block contains two handwritten signatures in cursive. The first signature is 'Barbara Gugliotti' and the second is 'James J. Gugliotti'. Both are written in dark ink.

Barbara and James Gugliotti

G

Barbara K Gugliotti  
15264 Merle Ct  
Brooksville, FL 34613

POSTAL REGULATORY COMMISSION  
901 NEW YORK AVE. SUITE 200  
WASHINGTON, D.C. 20268-0001